

Title	Plan and coordinate espresso beverage service		
Level	4	Credits	15

Purpose	<p>This unit standard is for baristas who operate in any of a variety of hospitality settings.</p> <p>People credited with this unit standard are able to: plan for espresso beverage service; provide specialist advice on coffee and espresso beverage service; coordinate and evaluate quality and service of espresso beverages; and monitor machinery and equipment for espresso beverage service.</p>
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Classification	Hospitality > Food and Beverage Service
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Available grade	Achieved
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Guidance Information

1 Definitions

Characteristics of coffee include – colour; appearance, including opacity or transparency; aroma; flavour; taste; freshness; presentation.

Espresso beverages refer to coffee brewed using an espresso machine.

Establishment requirements referred to in this unit standard may include but are not limited to the applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.

Faults and problems include but are not limited to – equipment breakdown, equipment malfunction, incorrect use of equipment, poor quality control, breaches of health and safety requirements.

Indicators of quality – industry and establishment standards and requirements.

Information on coffee may include – talking to product suppliers, roasters, and other baristas; memberships of associations and industry bodies; reading general and trade media, and supplier information; attending trade shows; attending coffee tastings; reading coffee reference books; the internet.

2 Legislation relevant to this unit standard includes but is not limited to – Food Act 2014, Health and Safety at Work Act 2015.

3 Evidence for the practical components of this unit standard must be gathered in the workplace.

4 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Plan for espresso beverage service.

Performance criteria

- 1.1 Resources and service equipment required for espresso beverage service are identified and recorded for ordering.
- 1.2 Milk and supplies are coordinated to ensure espresso beverage service operates efficiently.
- 1.3 Daily staffing requirements are identified and checked against staff rosters to ensure adequate staffing.

Outcome 2

Provide specialist advice on coffee and espresso beverage service.

Performance criteria

- 2.1 Customer questions related to coffee and espresso beverage service are responded to.
- 2.2 Accurate information is provided to colleagues and staff on coffee and espresso beverage service.

Outcome 3

Coordinate and evaluate quality and service of espresso beverages.

Performance criteria

- 3.1 Characteristics of high-quality espresso coffee are identified and their impact on providing espresso beverage service is monitored.
- 3.2 Measures to maintain the freshness and appropriate oil content of coffee beans are implemented.
- 3.3 Correct particle size of grind and environmental variations affecting dosage are monitored and adjusted.
- 3.4 Espresso coffee quality is evaluated against indicators of quality and any appropriate adjustments to processes are implemented.
- 3.5 Coffee extractions and service are monitored and any appropriate improvements are implemented.
- 3.6 Faults and problems in quality of coffee are diagnosed and actioned.

- 3.7 Coffee and commodities are stored appropriately in suitable containers and conditions.
- 3.8 Coffee items are presented correctly with suitable accompaniments.
- 3.9 Quality and temperature of milk served are assessed in terms of correct texture and any appropriate adjustments are implemented.

Outcome 4

Monitor machinery and equipment for espresso beverage service.

Performance criteria

- 4.1 Espresso coffee machine and other equipment are monitored for efficiency and reliability of operation.
- 4.2 Cleaning and maintenance regimes and practices are supervised.
- 4.3 The need for new equipment or parts is identified and reported.
- 4.4 Any situations requiring technical support or actions that might invalidate warranties are identified and reported.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 April 2008	31 December 2014
Review	2	12 December 2008	31 December 2016
Review	3	12 December 2013	31 December 2016
Revision	4	19 November 2015	31 December 2017
Revision	5	21 July 2016	31 December 2020
Review	6	25 January 2018	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.